



## Service order form

**Required information from the customer. Without sufficient information your order cannot be processed.**  
**Please fill in the form completely and include it with the control unit.**  
 (If there is no information on the defect, the item will be send back after five workdays at the customer's expense)

Customer data	
Name:	
Company Name:	
Street:	
Postal Code/City:	
Contact person:	
Phone:	
Fax:	
Email:	

Vehicle data		
Make:		
Model:		
Type/year		
Engine:		
Vehicle Identification No.:		
Part No.:		
Automatic transmission:	<input type="checkbox"/> yes	<input type="checkbox"/> no
Gas fueled:	<input type="checkbox"/> yes	<input type="checkbox"/> no

**Recorded failure code:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 Diagnostic system used to record failure codes: \_\_\_\_\_

Fault description (mandatory)	yes	no
Engine does start		
Engine control light constantly on		

	yes	no
<b>Fault is intermittent</b>		
Engine control light flashing		

**Attention: Please include with this form a copy of your vehicle registration book!**

Detailed fault description: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Please notify me by:**     Fax     Phone     Email

I hereby order the Hitzing + Paetzold GmbH.....

- to make a **failure diagnosis** of the enclosed / above mentioned control unit. A diagnostic fee of 60.00 Euro plus shipping will be charged for this service. If the result of the failure diagnosis is, that the control unit is intact, an expense fee of 35.00 Euro plus shipping will be charged.
- to give a **cost estimate** for the repair of the enclosed / above mentioned control unit. If we receive a repair order afterwards the failure diagnosis is fee of charge. If the unit is not repairable an expense fee of 35.00 Euro will be charged.

Following completion of the job I wish...

- the unit to be send back to me at my own cost     the unit to be disposed/recycled by the Hitzing + Paetzold GmbH

**All stated prices are net prices and do not include VAT.**

To control units repaired and overhauled by the Hitzing + Paetzold GmbH a 12 months warrant applies.

This warranty does not apply to damage caused by faulty installation, a power surge, physical impact or heat exposure. Whether a defective unit under guarantee will be repaired or replaced by an overhauled unit is to the Hitzing + Paetzold GmbH. Mounting and demounting costs will not be reimbursed.

After the proper repair all units undergo several test routines. Only if the full functionality is given, the unit will be delivered.

As we have no influence on whether the in-vehicle mechanical parts that have led generally to the destruction of the control unit have been properly repaired, we also have no influence on whether the control unit has been adapted to the existing in-vehicle electronics. Therefore our liability is limited to the subsequent improvement and in the case of insufficient subsequent improvement to the reimbursement of the compensation in exchange for return of the by us repaired control unit or proof that an exchange control unit was purchased and installed in the vehicle.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature / stamp